



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT
1380 Bay Street, Building C ~ Taunton, MA 02780-1088
Tel: 508-828-2911 ~ TTY: 508-828-4572 ~ Fax: 508-828-2585
www.mass.gov/e911



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Governor

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*Secretary of Public Safety
and Security*

TIMOTHY P. MURRAY
Lieutenant Governor

FRANK POZNIAK
Executive Director

MEMORANDUM

TO: PSAP Supervisors and Municipal Coordinators
FROM: Thomas Ashe, Deputy Executive Director
State 911 Department
DATE: August 7, 2008
RE: Eyretel E1000 Digital Logging Recorder

Verizon recently installed hot fix software at your public safety answering point (PSAP) to correct the most recent NICE digital logging recorder (DLR) issue often referred to as the “unexpected reboot” problem. This problem caused the NICE DLR to unexpectedly reboot approximately every 35 days resulting in lost recordings. Prior to the “unexpected reboot” problem, the NICE DLR had an issue that caused the automatic archiving feature to fail. These two problems necessitated the use of the legacy Eyretel E1000 DLR in a double tap configuration to ensure recordings were not lost during a NICE DLR failure.

Verizon has reported that after the recent installation of the unexpected reboot hot fix software, the NICE DLR is operating normally and reliably, and additionally Verizon does not recommend the continued use of the double tap configuration. Therefore, the double tap configuration will now be removed, and as of Friday, August 15, 2008, Verizon will no longer provide maintenance support for the Eyretel E1000 DLR.

The State 911 Department and Verizon will create a schedule for removal of the double tap configuration where the NICE DLR will be the only device available for recording of 9-1-1, radio and telephone lines. You may request to keep your Eyretel E1000 DLR for the purposes of replaying archive tapes or for use within your municipality; however all costs associated with the maintenance of that unit will be the responsibility of your municipality. If you would like to keep the Eyretel E1000 DLR, you must submit the attached form to the State 911 Department by Friday, August 22, 2008. If you do not submit the attached form it

will be assumed that you want the Eyretel E1000 DLR removed at the time of the removal of double tap configuration.

We expect the removal of the double tap configuration to begin in early September. You will be provided at least 48 hours notice prior to Verizon's site visit to remove the double tap configuration.

If you have any questions, please contact me at (508) 828-2911



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Eyretel E1000 Ownership Transfer Form

The State 911 Department will transfer ownership of the Eyretel E1000 digital logging recorder (DLR) and responsibility for the maintenance of the DLR to any PSAP requesting to retain the DLR.

By signing below, your municipality or department accepts and acknowledges full ownership of the requested DLR, and full responsibility for the maintenance of such DLR.

Municipal Coordinator Signature: _____

Printed Name: _____

PSAP Name: _____

Date: _____

Please fax the completed form to (508) 828-2585 attention Jeff Jeffers, or mail to the State 911 Department, Attn. Jeff Jeffers, 1380 Bay Street, Building C, Taunton, MA 02780